



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
NATIONAL VEHICLE AND FUEL EMISSIONS LABORATORY
2565 PLYMOUTH ROAD
ANN ARBOR, MICHIGAN 48105-2498

June 2, 2003

CCD-03-04 (LDV/LDT)
OFFICE OF
AIR AND RADIATION

Dear Manufacturer:

SUBJECT: Introduction of EPA's Certification and Fuel Economy Information System (CFEIS) Help Desk and User Support System

As part of EPA's ongoing efforts to better serve our stakeholders, effective as of this letter we are introducing a new Help Desk and User Support System for the Certification and Fuel Economy Information Systems (CFEIS). All CFEIS inquiries must now be directed through this new help desk rather than through a member of the EPA data staff. The help desk system will be the only source of support for CFEIS inquiries and therefore must be used for all inquiries. The Help Desk will be administered by our contractor (SAIC), who will provide timely, factual responses to all CFEIS system inquiries. SAIC will be working closely with our data staff to coordinate responses. Please note that non-CFEIS-related questions and issues should still be directed to your assigned EPA contact.

The CFEIS Help Desk telephone and e-mail service is open to all end users each Federal business day from 8:00 am to 5:00 pm Eastern Time. Inquiries at other times will be taken by voice mail and retrieved at the start of the next business day. The CFEIS help desk telephone and voice mail number is (703) 292-6323 and is available beginning on June 4, 2003 at 8:00 am. The CFEIS e-mail address, also available on June 4, 2003, is cfeishelpdesk@sdm-moses.com. All inquiries will be entered into a tracking system for analysis and/or immediate response. Most inquiries will be answered within 24 hours, while every effort will be made to address emergency problems within 2 hours.

We ask for your cooperation as we strive to improve the compliance information systems while maintaining a high level of support to vehicle manufacturers. We are confident that the CFEIS help desk will provide you with effective and efficient support.

Should you have any questions, please feel free to call Judy Jackson-Espey of my staff at (734) 214-4835 or you may e-mail Judy at Jackson-Espey.Judy@epa.gov.

Sincerely,

Gregory A. Green, Director
Certification and Compliance Division
Office of Transportation and Air Quality



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